



JOB VACANCY ANNOUNCEMENT IT SUPPORT ASSISTANT

Announcement Number: 09-02

OPEN TO	All Interested Candidates
POSITION:	IT Support Assistant (Position Number 100155)
OPENING DATE:	Wednesday, February 4, 2009
CLOSING DATE:	Wednesday, February 18, 2009
WORK HOURS:	Full-time; 40 hours/week
SALARY:	<p>- For persons Ordinarily Resident (OR*) in Bahrain: BD 8,203 /year (BD 683.583/month) starting salary, including allowances (position grade FSN-07). Applicants ordinarily resident in Bahrain must possess Bahraini government work and/or residency permits to be eligible for consideration</p> <p>- For persons Not Ordinarily Resident (NOR*) in Bahrain: Position grade FP-07; salary in US Dollars based on the US pay plan. See the HR section for more details.</p>

The Information Resource Management (IRM) Section of the American Embassy in Manama is seeking candidates for employment for the position of IT Support Assistant.

BASIC FUNCTION OF THE POSITION

The incumbent of this position provides all aspects of IT Helpdesk and support of LAN Management functions of Unclassified Systems of IRM office, under the direction of the Deputy Systems Manager (DSM) and Information Systems Officer (ISO). The selected candidate will provide support for: installation and troubleshooting of software and hardware systems on Post's unclassified network (OpenNet+), DIN (Dedicated Internet network) and Telecommunications Systems to also include IT support for Official VIP visits, CMR, ,DCMR, and other officially supported locations; Record and take action on all incoming IT helpdesk issues reported by customers; Assist in the proper daily operation and maintenance of Unclassified Server systems to include backup's and restores, updates website, administering the servers such as creating and managing user and computer accounts; Arranges for local vendor assistance; Builds and deploys client PCs; Monitors for patches, antivirus, and compliance. S/he will also maintain the IT infrastructure, including: Installation of cables and lines; Telephone systems; Update network diagrams and wiring plans; and conduct regular inventories.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office. Contact extension, x2937.

QUALIFICATIONS REQUIRED

Note: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. **Education**: Completion of secondary school (high school) is required.
2. **Experience**: At least one to two years of experience as IT Helpdesk or Network/Systems installation and support Technician in a recognized IT environment, working with standard Microsoft Operating Systems and Applications is required.
3. **Language**: Level III (proficient) written and spoken English is required.

4. **Knowledge:** Excellent working knowledge of computer platforms in general that includes Operating systems such as Windows XP, 2003 and Microsoft Office is required. Knowledge of common computer hardware, software, and computer peripherals is required. Knowledge of local and web based databases, batch files and scripts, and of help desk software and systems is required.
5. **Abilities & Skills:** Ability to obtain Certification in CompTIA Net+ and A+ is required (online training will be provided as necessary). Technical skills to solve hardware and software problems with ability to troubleshoot computer applications is required. Excellent interpersonal skills, ability to articulate problems to management, and to balance workload demands is required. Ability to work as an integral member of the Information Systems Center Team is required.

SELECTION PROCESS

When fully qualified, U.S. citizen Eligible Family Members (USEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate addresses the required qualifications above in the application. A USEFM does not have to be residing in Bahrain to be considered, but the sponsoring officer must be officially assigned to post.

ADDITIONAL SELECTION CRITERIA

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of “needs improvement” or “unsatisfactory” on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Current “not ordinarily resident employees” hired under a Personal Services Agreement are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Optional Application for Federal Employment (OF-612); **or**
2. A current resume or *curriculum vitae* that provides the same information as an OF-612; **plus**
3. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application;
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above;
5. List any family members who are currently employed at the Embassy. Any omission in this area, either intentional or accidental, may be grounds for dismissal.

SUBMIT APPLICATION TO

Human Resources Office
Attention: Vacancy Announcement 09-02
U.S. Embassy Manama-Bahrain/P.O. Box 26431/Bahrain
Telephone: 17-242-700 /Fax: 17-242-807
E-mail: ManamaHRO@state.gov

*** DEFINITIONS**

Ordinarily Resident (OR): A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

Not Ordinarily Resident (NOR): An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (OR, see below) in the host country; and,

- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the Local Compensation Plan (LCP).

U.S. Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- Spouse or unmarried child at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan, and either: (1) resides at the sponsoring employee's or uniformed service member's post of assignment abroad; or (2) resides at an Involuntary Separate Maintenance Allowance location authorized under 3 FAM 3232.2.

Eligible Family Member (EFM): An individual related to a US Government employee in one of the following ways:

- Spouse;
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

Member of Household (MOH): An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.
- A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

CLOSING DATE FOR THIS POSITION IS WEDNESDAY, FEBRUARY 18, 2009

The American Embassy in Manama, Bahrain provides equal opportunity and fair and equitable treatment in employment to all people without regards to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal opportunity in all personnel operations through continuing diversity enhancement programs.

Approved: MGT: GNavadel; Cleared HRO: JDavies; IRM: CHickey; FMO:HDesjardins